

## Legislation Text

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**File #:** AI-2021-145, **Version:** 1

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**SUBJECT:**

Approval of a resolution appointing Fangda Lu to the Customer Satisfaction Advisory Committee.

**FISCAL IMPACT:**

This action has no fiscal impact.

**STRATEGIC PLAN:**

Strategic Goal Alignment:

1. Internal/External Customer Service Excellence     2. Stakeholder Engagement  
 3. Financial and Environmental Sustainability     4. Staff Development     5. Agency Growth Management

Strategic Objectives:

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> 1.1 Safety & Risk            | <input type="checkbox"/> 1.2 Continuous improvement   | <input type="checkbox"/> 1.3 Dynamic Change                      |
| <input type="checkbox"/> 1.4 Culture of Innovation    | <input type="checkbox"/> 2.1 Be an Employer of Choice | <input checked="" type="checkbox"/> 2.2 Organization Development |
| <input type="checkbox"/> 2.3 Organization Culture     | <input type="checkbox"/> 3.1 Resource optimization    | <input type="checkbox"/> 3.2 Safety Culture                      |
| <input type="checkbox"/> 3.3 Environmental Leadership | <input type="checkbox"/> 4.1 Educate & Call to Action | <input checked="" type="checkbox"/> 4.2 Build Partnerships       |
| <input type="checkbox"/> 4.3 Value of Transit         | <input type="checkbox"/> 4.4 Project Connect          |  |

**EXPLANATION OF STRATEGIC ALIGNMENT:** The Customer Satisfaction Advisory Committee (CSAC) provides valuable insight and recommendations to the Board of Directors to assist in making riding Capital Metro services safe, reliable, and accessible.

**BUSINESS CASE:** Does not apply.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on August 30, 2021.

**EXECUTIVE SUMMARY:** Pursuant to Section 451.107, Texas Transportation Code, and the Capital Metro Board of Directors Bylaws, the Board of Directors established the Customer Satisfaction Advisory Committee as part of a comprehensive community involvement strategy to provide input to the Board of Directors on decisions that affect the Authority.

Based on a recommendation from the Capital Metro President/CEO each member of the Board of Directors appoints one member of the committee with the exception of the Chair who appoints two members. At this time, Chair Cooper recommends Fangda Lu as one of his two appointees to fill the vacant position on CSAC.

DBE/SBE PARTICIPATION: Does not apply.

PROCUREMENT: Does not apply.

RESPONSIBLE DEPARTMENT: Community Engagement

**RESOLUTION  
OF THE  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS**

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2021-145**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro are committed to successful and meaningful public involvement; and

WHEREAS, the Capital Metropolitan Transportation Authority board of directors and Capital Metro seek informed consent from the public by providing equitable access to decision making and offering opportunities to provide input from a representative set of the population that reflects the interests of the community when transportation decisions are made; and

WHEREAS, there exists a need to fill a vacant position on the Customer Satisfaction Advisory Committee (CSAC).

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that Fangda Lu is named to CSAC to serve a term concurrent with the term of Chair Wade Cooper.

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**Secretary of the Board  
Eric Stratton**

**Date:** \_\_\_\_\_